



GEORGIA DEPARTMENT OF AGRICULTURE

JOB ANNOUNCEMENT

Gary W. Black, Commissioner

- Leave Benefits
- Insurance
- Paid Holidays
- Retirement

JOB TITLE:	PS: BUSINESS ANALYST (AL) [FORMERLY BUSINESS ANALYST 2]
POSITION NUMBER:	00052668
LOCATION:	ADMINISTRATION DIVISION, IT ADMINISTRATION, ATLANTA
POSTING DATE:	DECEMBER 16, 2013
APPLICATION DEADLINE:	OPEN UNTIL FILLED
WHO MAY APPLY:	ALL QUALIFIED APPLICANTS
PAY GRADE:	15
ENTRY SALARY:	\$2,964.11/MONTH

DESCRIPTION OF DUTIES: Analyzes customer business needs and participates in the planning, design and implementation of new or enhanced systems. Supports the user community in the use of functional business tools and support systems. May act as team or project leader.

1 Consults with customers in the planning, analysis and design of systems and enhancements to existing systems.

** Confers effectively with customers to gather comprehensive information concerning system(s) requirements regarding complex or multi-program projects.

** Analyzes information to determine nature and extent of customer requirements and/or systems problems.

** Presents most effective and feasible business area solution to technical personnel.

** Prepares logical models, diagrams, layouts and definitions to show process specifications in a clear and precise manner.

** Develops or participates in the development of detailed communication and training plans and supporting materials in accordance with established procedures and guidelines.

2 Coordinates or participates in the implementation, conversion and documentation to existing systems.

** Works with other staff members to ensure that documentation materials are of professional quality and are produced in a timely manner.

** Verifies that all project documentation meets established formats and guidelines.

** Distributes project documentation to appropriate personnel and files in a timely manner.

** Develops sample test data and analyzes test results thoroughly to assure accuracy of final results.

** Works to ensure that testing is conducted within specified time frame in order to meet project deadlines.

** Develops and/or reviews user documentation for software releases.

** Verifies that software changes are accurately incorporated into user documentation.

** Appropriately communicates necessary modifications based on test results.

3 Researches and analyzes system/user problems by applying a variety of analytical and research techniques. Recommends suitable solutions

** Responds in professional and timely manner to quickly isolate and identify complex problems.

** Uses system analysis and data extraction methods to analyze data to determine if problem is related to user error or software error. Accurately documents findings.

** Examines and explores all probable solutions and user options in order to determine the best problem solutions. Presents solutions clearly and concisely to end users.

** Consults with project manager and/or programmers in resolution of uncommon problems and problems requiring solutions thru system utilities.

** Makes on-site visits to resolve problems of greater complexity, if necessary.

** Writes and communicates detailed vendor requests for necessary materials according to established guidelines.

** Immediately notifies affected staff of problems that have a major impact on production processing and the associated solution.

4 Develops or participates in the establishment of standards and procedures to be used in the development of systems.

** Participates in the development of procedures such as naming conventions,

** Maintains documentation of project standards and methodologies in established standard format.

** Applies established development standards and methodologies consistently and correctly.

** Participates in the development of detailed quality assurance plans to ensure systems function correctly, meet all business requirements and are in compliance with federal/state/business laws and regulations.

5 Serves as a technical expert and provides technical assistance in area(s) of expertise to lower level departmental staff. Conducts training sessions. May provide technical expertise to other analysts.

** Demonstrates understanding of user systems, social services programs and accepted methodologies.

** Accurately researches and responds to customers' inquiries regarding a variety of issues.

** Demonstrates initiative in developing and providing effective training to less experienced analysts and to departmental staff.

** Completes assignments and tasks in a timely manner and in accordance with applicable policies, procedures, guidelines and standards.

6 Determines requirements, design, and produces customized reports and other documents.

** Composes or oversees the composition of reports and documents which are clear, concise and appropriate for the intended audience.

** Makes appropriate and productive use of computer and software technologies (e.g. word processing, data base, spread sheet, graphics) in the generation of documents, data analysis display and/or data base retrieval.

** Accurately documents and clearly communicates the technical process, project and/or conclusions according to applicable technical standards or departmental guidelines and in appropriate detail and format.

7 Maintains a high performance environment characterized by positive leadership and a strong team orientation by serving as a team lead on specific projects.

** Provides effective leadership in the definition of project objectives, scope, and resource requirements.

** Evaluates the scope of projects and defines the programmatic needs.

** Develops an effective action plan for implementation.

** Monitors progress of project. Meets with team periodically to discuss project objectives, established timelines, and task assignments. Provides technical assistance.

** Communicates regularly with staff on progress toward defined goals and/or required results.

** Motivates staff to improve quantity and quality of work performed and provides training and development opportunities as appropriate.

8 Oversees special projects with significant impact on the agency. Represents agency on interagency teams.

** Evaluates project objectives and develops effective work plans.

** Structures and defines project components.

** Develops project timelines and ensures adherence.

** Identifies staff requirements and facilitates optimum participation.

** Makes appropriate recommendations based on project findings.

** Effectively represents agency on interagency task forces and teams.

9 Participates in the development of system tasks, project schedules, and action item lists for application development, maintenance or enhancement.

** Assists other staff members with developing project plans and schedules which are realistic, yet meet the customer's needs.

** Ensures that established tasks are being met according to schedule.

** Assists other staff members with re-evaluating the efficient assignment of project tasks, schedules, etc., in a timely manner in order to ensure the project's scheduled completion.

** Promptly informs staff members, customers and applications members of the project team(s) of any situations, which will affect the project in any way.

10 Participates in evaluation of new technologies or solutions to improve service and efficiency of systems.

** Participates in research and stays abreast of technological advances suitable for addressing the systems requirements of customers.

** Assists staff members in evaluating current and future directions of systems by applying knowledge, concepts and ideas gained from participation in meetings and committees.

** Applies technical knowledge to best serve the customers' business needs and requirements.

11 Develops and conducts training programs for software/hardware users. Develops and analyzes test scripts for training sessions.

** Writes and/or revises clear and concise user training manuals and lesson plan that reflect staff training needs.

** Produces training courses and presents information in a manner easily understood by both experienced and inexperienced users.

** Effectively presents training material and clearly defines desired outcomes.

** Selects training time and location based on the needs of the users.

** Provides clear and informative responses to any questions asked during training and researches questions that cannot be answered during training.

** Conducts one-on-one training sessions as needed.

12 Maintains knowledge of current trends and developments in the field and applies pertinent new knowledge to performance of other responsibilities.

** Participates in internal and external educational programs as available for continuing professional education.

** Participates in regular meetings of available and applicable professional organizations.

** Reads and evaluates professional literature on continual basis; translates complex or technical information into a format that can be understood by others and distributes as needed.

** Incorporates knowledge of pertinent new trends and developments into section policies and procedures and makes recommendations for any related organizational changes.

13 Interacts with all levels of state personnel in a way that promotes respect, encourages cooperation, and contributes to excellent performance.

** Treats all state personnel fairly, giving no one preferential treatment.

** Communicates accurate information to all state personnel in a professional and courteous manner that conveys a willingness to assist.

** Accepts direction and feedback from supervisors and follows through appropriately.

** Accepts responsibility for mistakes and takes action to prevent similar occurrences.

** Uses appropriate, established channels of communication.

14 Monitors vendor activities during service delivery and provides technical assistance; and also monitors normal operations after completion of service and troubleshoots and resolves communication problems.

** Monitors the progress of service by the vendors regularly to ensure that the customer has been served and the integrity of the system has been maintained.

** Provides technical assistance to vendor technicians (LU and other related information) during service and opens additional service tickets based on LU modifications in a timely manner, when necessary.

** Troubleshoots and resolves communication problems within the specified time frame for the type of problems encountered.

** Notifies appropriate vendors of communication problems within a specified time frame from detection or trouble calls.

** Coordinates with appropriate vendors in maintaining and troubleshooting hardware/software communication problems and monitors activities and status of the problems until resolved.

** Uses network communication tools and administration application software to record, monitor, and/or analyze trouble calls.

15 Troubleshoots end-user problems.

** Responds to initial requests for assistance and resolves in an effective and timely manner.

** Escalates problem when appropriate to vendors or appropriate personnel.

** Utilizes diagnostic tools and other resources as appropriate.

** Ensures that user applications continue to work as expected.

16 Provides management information system user support on a continuing basis either by phone or site visit.

** Contacts sites as required to adequately provide services.

** Identifies and resolves problems and restores service to the user in a timely and efficient manner.

** Designs new or modifies existing configurations to meet user needs.

** Ensures that computer operations and equipment are in compliance with applicable policies, procedures, and rules.

17 Installs and maintains personal computer hardware and software.

** Assures that products for installations are available and operative.

** Schedules installation at customer site in a timely manner.

** Completes the installation with minimum disruption to the customer.

** Converts old system data to new system accurately and within a timely manner.

** Tests installed products.

** Provides initial training to customers on new products as needed.

MINIMUM QUALIFICATIONS: Bachelor's degree in a related field and One year of related experience

OR

Associate degree in a related field and Three years of related experience

OR

Two years at the lower level or equivalent.

PREFERRED QUALIFICATIONS: Preference will be given to applicants, who, in addition to meeting the Minimum Qualifications, possess knowledge, skills and abilities in the following areas:

- Working knowledge of Windows computer operating system and applications.

HOW TO APPLY: (We accept applications and/or resumes by either transmission listed below.)

- Mail a completed State of Georgia application and/or resume to Debbie Teal, Georgia Department of Agriculture, Personnel Office, Room 300, Agriculture Building, 19 Martin Luther King, Jr. Drive, S.W., Atlanta, Georgia 30334;
- Fax a completed State of Georgia application and/or resume to Debbie Teal at (404) 463-8196;
- E-mail a completed State of Georgia application and/or resume to Deborah.Teal@agr.georgia.gov.

PLEASE REFERENCE THE JOB TITLE AND POSITION NUMBER WHEN APPLYING. If you have submitted an application and/or resume to our Department within the last year, then ***call*** to let us know that you are interested in being considered for this position. For more information, you may contact Debbie Teal at (404) 656-3615.

ALL QUALIFIED APPLICANTS WILL BE CONSIDERED, BUT MAY NOT NECESSARILY RECEIVE AN INTERVIEW.

NO NOTIFICATION WILL BE SENT TO APPLICANTS EXCEPT THOSE WHO ARE SELECTED FOR INTERVIEWS.

**AN EQUAL OPPORTUNITY EMPLOYER
IF YOU NEED AN ACCOMMODATION FOR AN INTERVIEW,
PLEASE CONTACT THE PERSONNEL OFFICE AT (404) 656-3615.**